

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Complaint
527 East Capitol Avenue

Springfield Illinois 62794-9280

ORIGINAL

ILLINOIS
COMMERCE COMMISSION

2004 SEP 13 P 3:35

CHIEF CLERK'S OFFICE

Regarding a complaint
By E. JEROME MALRY

For Commission Use Only:
Case 04-0517

against PEOPLES ENERGY

as to IMPROPER ACCOUNTING OF SERVICES
REQUEST FOR AN AUDIT AND INVESTIGATION
(Reason for Complaint)

In CHICAGO, ILLINOIS

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS

My mailing address is 4346 North Clarendon Avenue, Garden Suite, Chicago, IL 60613-1576. This complaint addresses service being provided at 4344 North Clarendon Avenue, located in Chicago Illinois.

My home telephone number is (773) 935-4425.

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at (773) 935-4425.

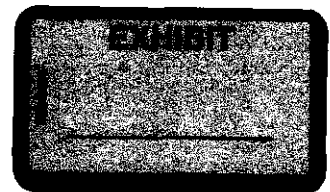
PEOPLES ENERGY (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section(s) of the law, Commission rule(s), which you think, are involved with your complaint.

- (1). 220 ILCS 5/8-101 DUTIES OF PUBLIC UTILITIES
- (2). 220 ILCS 5/8-302 METER READING
- (3). 220 ILCS 5/8-401 SAFE AND EFFICIENT SERVICE AND FACILITIES
- (4). 220 ILCS 5/8-102 AUDIT OR INVESTIGATION

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission ☒ Yes ☐ No

Has your complaint filed with that office been closed?



Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

1. Please see attachment(s).

Please clarify, state, what you want the Commission to do in this case.

1. Please see attachment(s).

Date: _____
(Month, day, and year)

Complainant's signature *Rosemary Triplet*

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

Rosemary Triplet, Esquire
P.O. Box 23501
Chicago, Illinois 60623
(773) 521-3115

You need to file the original and three copies of this form, with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents)

VERIFICATION

A notary public must watch you fill out this part of the form

I, *E. Terence Palmer* first being duly sworn, say that I have read the above petition and know what it says. The content of this petition are true to the best of my knowledge.

E. Terence Palmer
(Signature)

Subscribed and Sworn/affirmed to before me this 8 day of 11 2004

Notary Public Illinois

NOTE:

Diane D. Odell

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions please call the counselor in the Consumer Affairs Division that handled your informal complaint.



**STATEMENT OF COMPLAINT
AND
REQUEST FOR RELIEF**

A. Service at 4344 North Clarendon Avenue

1. As of at least the billing date of 1/8/2004 there has been an amount in dispute of \$3,350.27 regarding the building located at 4344 North Clarendon Avenue
2. From at least 1/8/2004 through 8/6/2004 Mr. Malry has paid all current service charges in full (not including the amount in dispute).
3. On the billing date of 7/8/2004 Peoples Energy indicates that the building located at 4344 North Clarendon Avenue now includes a "transferred In Final Bill" amount of \$27,491.46 and a "transfer to 4500021907061(building located at 5007 South King Drive)" amount of \$3,350.27.
4. On the billing date of 8/6/2004 Peoples Energy indicates that the building located at 4344 North Clarendon Avenue includes a late fee of \$443.70
5. Peoples Energy has not provided an explanation, justification, and or an outlined estimation for the disputed amount of \$3,350.27.
6. Peoples Energy has not provided an explanation and or justification for requesting payment in full of the amount in disputed.
7. Peoples Energy without explanation, justification, wrongfully and or negligently imposed at late fee of \$443.70 located on the billing statement of 8/6/2004.
8. Peoples Energy has not provided an explanation, justification, and or an outlined estimation for a transferred in final bill amount of \$27,491.46 or for a transfer to amount of \$3,350.27.

B. Request for Relief

1. Proof of actual meter readings and documentation of such. Pursuant to 220 ILCS 5/8-302 every public utility furnishing natural or artificial gas or electricity, where the individual consumption is measured by meter, shall upon written request of any consumer, provide documentation that the meter has been read and such a document shall provide the meter reading for the current reading, the last previous reading, and the dates of the two readings.

2. A formal audit or investigation. Pursuant to 220 ILCS 5/8-102 a public utility can be ordered to conduct an audit or investigation. Such an audit or investigation may examine the reasonableness, prudence, or efficiency of any aspect of the utility's operation, costs, management, decisions or functions that may affect utility service.

3. Explanation, justification and or an outlined estimation of purported service charges owed by Mr. Malry including disputed amounts, late fees and or transferred in final bill amounts.

4. Explanation and or justification of transferred IN Final Bill amount of \$27,491.46 and transfer to 4500021907061 amount of \$3,350.27

5. Explanation, justification, verification, and detailed information regarding the accounting practices regarding the building located at 4344 North Clarendon Avenue.